

Crisis Communications (Suicide, Crisis & Mental Illness)
May 11, 2015
Sioux Falls, SD

Suicide is the 8th leading cause of death in the United States. There are over 35,000 reported suicides yearly in the United States. For every completed suicide, there are 50 others that call 9-1-1 or a suicide prevention hotline as a cry for help before or during a suicide attempt.

Dispatch centers are often the initial “first responder” when hostage events or barricaded suspect events occur. Dispatchers must know the delicate balance that they are responsible for during family emergency and various crisis calls. Domestic Violence arrests and prosecution events rely on professional call takers and dispatchers. We illustrate effective questioning and dispatching techniques.

As emergency communicators, we are vital caregivers in the public safety circle. In most parts of the nation, callers often dial 9-1-1 for help. Are we prepared for the challenge? What do we need to say to suicidal callers or depressed subjects? What do you need to know about Suicide-by-COP precipitators? How do we prepare the first responders with a picture of what they are responding to? How do we transition between being caregivers, information gatherers and tactical response dispatchers in suicidal caller events? What are the tools we need to cope with the emotional side of suicidal situations?

Topics Include:

- Myths and facts of suicide and suicide by COP events and your responsibilities
- Developing better Communications skills through our Crisis Tool Box Suicide risk assessment
- Terms to use or avoid with volatile callers
- Specific call taking and dispatching techniques for responder safety!
- Domestic and Family Violence– the dispatcher’s vital role of information gathering
- The exclusive PSTC Crisis Communications Tool Box is explained and used for suicide, hostage / barricaded subjects, suicide by COP, domestic violence and depressed and upset callers.

Any public safety employee at any level with an interest in the topic is encouraged to attend this one-day course. This course taught by Public Safety Training Consultants is funded by Law Enforcement Training and hosted by Metro Communications. **For further information or to register for the course, contact Anna Flogstad at (605)978-5585. Please submit the one-page advanced training application directly to Metro Communications.**